

Where did my VA Pharmacist go?

To provide you with **new pharmacy services and enhance our ability to communicate with you**, we are reorganizing the Primary Care Pharmacists who process your prescriptions. Primary Care Pharmacists will be moved to check-in desks across from the pharmacy entrance at the main facility. *This change only affects our Primary Care Clinic users.* Pharmacists in other areas (such as Behavioral Health) will remain in the same location.

Calls for VA Butler Healthcare pharmacists will now be routed to the **main pharmacy**, making a **larger number of trained professionals available** to answer your calls. Questions received by our in-house call center will no longer be routed to a specific pharmacist so we can make sure your phone calls are answered and avoid voice mail messages.

What does this Pharmacy change mean for me?

Our pharmacists will still provide guidance to you on your medications, answer any medication questions, and process your prescriptions so they are safe and accurate. Your prescriptions will be automatically processed by our Pharmacy staff. These changes will require nothing additional from you.

At any visit with your doctor, **always tell them if you want to pick up your medications at the pharmacy pick-up window** (located near the Primary Care Clinic area). Medications will be automatically mailed to your home address if they are not ordered as a pharmacy window pick-up. If you do not pick up your medications at the pharmacy window, we will mail them to your home address the next business day.

VA Butler Healthcare

*...providing quality health care
to our nation's Veterans*

ARMSTRONG COUNTY VA OUTPATIENT CLINIC

Klingensmith Building
313 Ford Street, Suite 2B
Ford City, PA 16226
724.763.4090

CLARION COUNTY VA OUTPATIENT CLINIC

AC Valley Medical Center
855 Route 58, Suite One
Parker, PA 16049
724.659.5601

CRANBERRY TOWNSHIP VA OUTPATIENT CLINIC

Freedom Square
1183 Freedom Road, Suite A101
Cranberry Township, PA 16066
724.741.3131

LAWRENCE COUNTY VA OUTPATIENT CLINIC

Ridgewood Professional Centre
1750 New Butler Road
New Castle, PA 16101
724.598.6080

MICHAEL A. MARZANO VA OUTPATIENT CLINIC

295 North Kerrwood Drive, Suite 110
Hermitage, PA 16148
724.346.1569



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What's New With



VA Pharmacy

VA Butler Healthcare
325 New Castle Road
Butler, PA 16001

Toll free: 800.362.8262
Direct dial: 724.287.4781
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twitter.com/VAButlerPA



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Making Lives Better®

VA Pharmacy Wants to Improve Your Health



New Pharmacy Services

VA Butler Healthcare's Pharmacy is rolling out **new services** to help you manage your **cholesterol** (hyperlipidemia), **blood pressure** (hypertension), and **blood sugar** (diabetes).

If you have had trouble reaching your health care goals for your cholesterol, blood pressure, or blood sugar, your doctor may now refer you to a pharmacist who will help you manage your care. These pharmacists have **advanced training** that allows them to change and prescribe medications. To get the best results from your medication, our pharmacists can personalize your treatment plan to best fit your health care needs. These new pharmacy services will be **available at all five VA Outpatient Clinics** with the use of a new service called telehealth. Telehealth allows pharmacists at the main facility to communicate with you via video at any of the outpatient clinics.

Answering your Pharmacy Questions

- *I'm out of refills on my prescription, who do I call?*
- *I have a prescription from my non-VA doctor, how do I get it filled?*
- *I have a medication question, who can I talk to?*

Chances are you have asked yourself at least one of these questions. **We're here to provide you with answers.**

Prescription Refills/Renewals

To order refills on your prescription or to renew your prescription (get more refills when you are out), you can:

- ★ **CALL** Audiocare, the automated telephone service at **724.285.2280** or toll-free at **800.362.8262, ext. 2280** from a touch-tone phone to order refills automatically or speak with a phone representative during business hours
- ★ **ORDER** VA prescription medication refills **ONLINE** through the My HealthVet program at www.myhealth.va.gov upon completion of the one-time In-Person Authentication (IPA) process
- ★ **MAIL** in the VA prescription refill slip that comes with your prescription at least 14 days before you need a new supply of medication. If you do not have the refill slip, you can request refills by listing your prescription number or name of your medication, on a piece of paper with your name, address, and social security number. Mail to:

VA Butler Healthcare
ATTN: Pharmacy (001PH)
325 New Castle Road
Butler, PA 16001

Prescriptions from non-VA Doctors

Always take your VA medication list

to your non-VA doctors and talk with them about the care you receive from VA Butler Healthcare. This will help them choose the safest and most effective treatments for you. If you want to fill a prescription from your non-VA doctor at the VA Butler Pharmacy, **it must be rewritten by your VA doctor** (except in special circumstances*)

Here are several ways to get outside (non-VA) prescriptions to your VA doctor:

- ★ Your non-VA doctor can fax a prescription to our Primary Care Clinic
- ★ Your non-VA doctor can mail an original paper prescription to your VA doctor
- ★ If you choose to bring an original paper prescription, give it to your health tech so your doctor can review it

Prescriptions from non-VA doctors are rewritten at the discretion of your VA doctor. Your VA doctor may choose to prescribe an alternative medication that is covered by VA benefits.

* Veterans in Aid & Attendance, Housebound, and Fee ID programs who do not have a VA doctor can have non-VA prescriptions filled directly by a Primary Care Pharmacist

Questions or concerns regarding medications, prescription refills, and pharmacy services may be directed to VA Butler Healthcare's Pharmacy at 724.477.5012 or 800.362.8262, ext. 5012.

Pharmacy Hours of Operation

8 am - 5 pm, Monday through Friday